

**EUSTACE WATER/WASTEWATER DEPARTMENT
P.O. BOX 579 EUSTACE, TEXAS 75124
903.425.4702**

APPLICATION FOR WATER/WASTEWATER SERVICE

Name of Account Holder		Today's Date	
Address for Service			
Billing Address			
Driver's License #		Occupation	
Home Phone	Cell Phone	Work Phone	
Type of Service (circle one)		What date would you like for service to begin?	
RESIDENTIAL COMMERCIAL \$			

TERMS:

- The deposit for RESIDENTIAL service is \$200.00, which includes \$60.00 non-refundable customer service fee/ administration fee. \$140.00 is refundable at the time of termination after outstanding debts are paid.
- The deposit for COMMERCIAL service is \$215.00, which includes \$75.00 non – refundable customer service fee/ administration fee. \$140.00 is refundable at the time of termination after outstanding debts are paid.
- Bills are mailed between the 22nd and 25th of each month and are due no later than the 10th.
- A late fee of \$20.00 is added if bill is unpaid after 4:30 pm on the 10th of the current month.
- If the 10th falls on a holiday or weekend, then the due date is the first business day after the 10th.
- The last payment date prior to turn-off is the 20th of each month by 4:30 p.m. Extension arrangements must be made by 4:00 p.m. the 20th of the month. The extension fee is \$30.00.
- Turn-off begins at the start of the business day on the 21st of the month (or the next business day if it falls on a weekend or holiday). There is a \$70.00 reconnect fee—plus your bill that must be paid—before service is restored.
- The returned check fee is \$35.00.
- It is a *felony* to either turn on water that has been shut off by the CITY or to tamper with or destroy devices or city equipment placed at your water service conveyance point. Such actions will be prosecuted by the city to the fullest extent of the law. Tampering fee of \$250. If lock is broken- \$350.
- **WE DO NOT SEND LATE NOTICES. PLEASE MARK YOUR CALENDER.**
- Trash service is included on your bill each month and trash pickup occurs each Wednesday. Have trash out by 7:00 am. Trash is limited to household garbage only with unlimited bags. NO construction items, brush, leaves or grass, etc. will be picked up.

Office Use Only

ACCOUNT# _____

RESIDENTIAL DEPOSIT: \$200.00 _____ COMMERCIAL DEPOSIT \$215.00 _____

DATE OF SERVICE TURN ON: _____ METER READING _____ CSI _____ INT _____

Customer's Initials _____ **Verifying Office Personnel** W/O Y _____ N _____

WATER/WASTEWATER AGREEMENT

1. **PURPOSE:** The City of Eustace Waterworks and Wastewater Works is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions, which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the City of Eustace Waterworks will begin service. In addition, when service to an existing connection has been suspended or terminated the water system will not re-establish unless it has a signed copy of this agreement.
2. **RESTRICTIONS:** The following unacceptable practices are prohibited by State Regulations;
 - A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or approved appropriate backflow prevention device.
 - B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or reduced pressure zone backflow prevention device.
 - C. No connection that allows water to be returned to the public water supply is permitted.
 - D. No pipe or pipe fitting which contains more than 0.25% of lead may be used for the installation or repair of plumbing at any connection that provides water for human use.
 - E. No solder or flux that contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection that provides water for human use.
3. **SERVICE AGREEMENT:** The following are the terms of the service agreement between the City of Eustace Waterworks/Wastewater Works and _____ (the customer)
 - A. The Water/Wastewater Department will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the system.
 - B. The Customer shall allow his property to be inspected for possible cross connection and other potential contamination hazards. The Water/Wastewater Department or its designated representative prior to service shall conduct these inspections when there is reason to believe that cross-connection or other potential contamination hazards exist, or after any major changes to the private distribution facilities. An inspection must be completed on all new construction in accordance with state regulation 30 TAC 290, Subchapter D. Inspections shall be conducted during the normal business day hours and there is a fee for the inspection.
 - C. The Water/Wastewater Department shall notify the Customer in writing of any cross-connection or other potential contamination hazard that has been identified during the initial inspection or the periodic re-inspection.
 - D. The customer shall immediately remove or adequately isolate any potential cross-connection or other potential contamination hazards on his/her premises.
 - E. The customer, shall at his expense, properly install, test and maintain any backflow prevention device required by the Water/Wastewater Department. Copies of all testing and maintenance records shall be provided to the Water/Wastewater Department.
- 4 **ENFORCEMENT:** If the customer fails to comply with the terms of service or the service agreement, the Water/Wastewater Department shall, at its option, either terminate service or properly install, test and appropriate backflow prevention device at the service connection. Any expense associated with the enforcement of this agreement shall be billed to the customer. **RATES ARE SUBJECT TO CHANGE WITHOUT NOTICE.**

SIGNATURE

DATE

The City of Eustace is an Equal Opportunity Employer and shall not discriminate against any applicant for Utility Service because of age, sex, marital status, national origin, religion, race or handicap or other protected groups under federal, state, or local law.